

A 2013-4

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268

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2013 MAR 20 P 12:47

In the Matter of

Francitas TX 77961
Post Office State ZIP Code
Carolina Jalufka Petitioner(s)

Docket No.: A2011-47

Previous Doc #
assigned 8/2011

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the closing of Francitas post office. The Final Determination was posted 2/22/2013
(date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(6), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's Final Determination on the basis of the Administrative Record before the Postal Service in the making of the Final Determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages 1 and 3 of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

1. Lack of management & USPS services were not available to customers that would increase and sustain revenue for a Post Office to be self-sufficient.

2. No improvements were made to solve the issues at hand and customers were not aware of any closing

3 (a) The notice of "Final Determination to Close the Francitas, TX Post Office" was not mailed to any box holder in Francitas. It's posted in a glass box high up where no one can see or read it.

(b) Francitas box holders ask for a copy and were denied a copy so we can not make an appeal.

Participant Statement

- ④ ACCORDING TO POSTAL REGULATORY COMMISSION, MAINTAINING ALL SMALL AND RURAL POST OFFICES AMOUNT TO LESS THAN 0.7% OF USPS TOTAL OPERATING BUDGET.
- ⑤ CURRENT LAWS PROHIBITS THE USPS FROM CLOSING OR CONSOLIDATING A POST OFFICE DUE TO FINANCIAL REASONS. REFER TO SECTION 101 (b) OF TITLE 39 OF THE U.S. CODE.
- ⑥ CLOSING THE USPS WOULD DISCRIMINATE AGAINST ELDERLY AND LESS FORTUNATE RESIDENTS CAUSING THEM TO TRAVEL A GREAT DISTANCE FOR THEIR POSTAL SERVICE NEEDS.
- ⑦ USPS STATED THAT ONCE FRANCITAS USPS CLOSED WE WOULD BE USING LA WARD POST OFFICE. NOW LA WARD POST OFFICE IS CLOSING, LEAVING FRANCITAS RESIDENTS TO TRAVEL EVEN GREATER DISTANCES.
- ⑧ USPS DID NOT MAIL TO EVERY POST OFFICE BOX HOLDER A QUESTIONNAIRE, PUBLIC NOTICE OF PROPOSAL, NOR A PUBLIC NOTICE OF FINAL DECISION. INSTEAD ONE COPY WAS POSTED IN A DISCRETE MANNER TO NOT BE SEEN.
- ⑨ USPS (OIC) EMPLOYEE WAS TOLD NOT TO GIVE DOCUMENTATION, INFORMATION, NOR TALK ABOUT THE SITUATION WITH CUSTOMERS UNLESS CUSTOMERS ASK FOR VERY SPECIFIC DOCUMENTATION. EMPLOYEES WERE TOLD TO "MIND THEIR OWN BUSINESS" BY USPS EXECUTIVES.

- (10) USPS claims that they have to close the "Post Office" as an "Emergency Closing" because, they have no one to work.

FACT: An employee was hired and forced to quit, Due to verbal harassment by superior. He (employee) filed a complaint, but nothing was done about it.

- (11) Currently - there are two people from Francitas that would like to work for the post office, but was denied application because of the current closing.
- (12) Service to box holders and customers are being denied. Ex: New office box
- (13) Box holders in the Francitas community were mailed surveys and they mailed it back. USPS reports only "4" were returned, which is not correct.
- (14) USPS in Francitas is supposed to be open
Mon - Fri → 8:00 A.M. to 10:00 A.M.
SAT → 8:00 A.M. to 10:00 A.M.
It only stayed open 3 days.
- (15) Since the "Final Notice" to close USPS in Francitas. There is talk about not having Cluster boxes in Francitas and when asked to have a rural route, box holders were denied service.
- (16) USPS lies just to close the post office.

Thank You



Francitas Post Office

77961

Potential Retail Operating Hours 2

Survey Results

After surveying the local community and posting information at the Francitas Post Office, the results of the survey are as follows:

Number of Customer Surveys Mailed: 55 } wrong
Total Number of Surveys Returned: 4

Total	Percent	
4	100%	Realignment of Hours
0	0%	Delivery Option
0	0%	Village Post Office Option
0	0%	Nearby Post Office Option
0	0%	No Selection Made

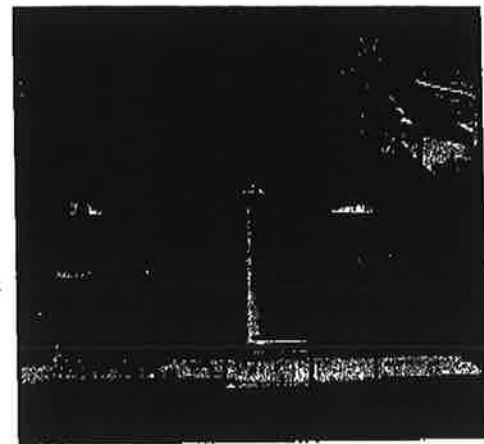
If you did not get an opportunity to complete the survey, please fill one out while you are here.

After reviewing the surveys that were returned, and taking into account Postal Service operational needs, retail hours for this location will likely be:

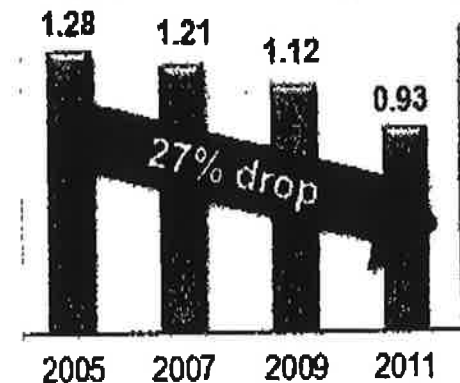
Mon-Fri 8:00 to 10:00
Sat 8:00 to 10:00

Total Saturday window service hours will not be reduced and access to delivery receptacles will not change as a result of the POST Plan realignment of weekday window service hours. We will take into account all information received at this meeting before making a final decision. Access to delivery receptacles will not be reduced from current hours.

For additional information, please go to <https://usps.com/ourfuturenetwork> and click on the link under "Preserving Post Offices"



Customer Retail Visits (billions)



VILLAGE POST OFFICE

Village Post Offices are located within existing communities in a variety of locations, such as local retailers, libraries, town halls or government centers, and are run by the proprietor or respective management.



NEARBY POST OFFICES/ALTERNATIVE OPTIONS

	Miles Away
LA WARD	6.7
LOLITA	10.5
VANDERBILT	14.6

} wrong

The shortest drive one-way
La Ward 7.9
Lolita 12.74
Vanderbilt 17.54

P.O. BOX 163
Francitas, TX 77961

March 19, 2013

Postal Regulatory Commission
901 New York Ave
NW suite 200
Washington, DC 20268-0001

Dear Postal Regulatory Commission;

I am, Carolina Jalufka, a Francitas resident and I am writing to you to appeal the closing of the Francitas Post Office. I have been living in Francitas for the past 9 years and have seen the importance of the post office in my community. The post office was first established in 1911 with Hardy, Chase O. named as the first Post Master on January 26. Closing the post office would be detrimental to our town and we feel that the reasons given to close the Post Office not only goes against current law, but have been skewed to favor an undesirable decision.

- Dean J Granholm, Vice President of Delivery and Post Office Operation, states the reasons for the closure was lack of revenue, "performing below standards to operate as an independent Post Office," the lack thereof was caused by the Post Office management themselves. Services were no available to customers that would increase and sustain revenue for a Post Office to be self-sufficient.
- No improvements were made to solve the issue at hand and customers were not aware of any closing.
- The "Final Determination to close the Francitas, TX Post Office", was not mailed / sent to any box holder in the community. USPS posted a form with small font in a glass box where no one could read or see the information.
- Francitas box holders asked for a copy of the "Final Determination to close the Francitas, TX Post Office" and were denied a copy so no one could send an appeal or make a complaint.
- According to Postal Regulatory Commission, maintaining ALL small and rural post offices amount to less than 0.7% of USPS total operating budget.

- Current law prohibits the USPS from closing or consolidating a post office due to financial reasons. Refer to section 101 (b) of Title 39 of the U.S. Code.
- Closing the USPS would discriminate against elderly and less fortunate residents causing them to travel a great distance for their postal service needs.
- USPS stated that once Francitas USPS closed we would be using LA WARD Post Office. Now, La Ward post office is in consideration to close, leaving residents to TRAVEL FURTHER DISTANCES.
- USPS Employees are told to mind their own business by USPS executives when it comes to this matter or when they try to provide helpful solutions.
-
- USPS had a written agreement with Francitas residents that the post office was going to remain open for 2 hours every day (Monday – Saturday 8 to 10 a.m.). This policy only happened for 3 days.
- USPS posted a position for the job for only a week and then took it off.
- USPS claims that they have to close the “Francitas Post Office” as an “Emergency Closing” because they have no one that wants to work. When in FACT: they had an employee who was verbally harassed by his superior he had to quit. He filed a complaint with USPS executives but nothing was done. He currently does not work there, but would like to continue to do so.
- Other Francitas residents have wanted to apply for the position but were denied due to the cancelation of the post office.
- Service to box holders and customers are being denied. For example: cannot open a new post office box and cannot buy stamps.
- USPS executives are giving false reports to Francitas residence when they call to ask for information.
- USPS executives are not able to find a place to put cluster boxes so they are threatening to have mail moved to a town 8 miles away. Impossible for most people in the community.
- Francitas residents have requested for rural route carriers to mail directly to their home and are being denied access.

In conclusion, I do not agree with the current decision to close the Francitas Post Office. This request not only outlines the reasons the Post Office should remain open, but identifies the mistakes made by the USPS Management and Executives

in making the initial proposal to close the Post Office. As current Postmaster General Patrick Donahoe decisively states, "Despite taking aggressive steps to reduce costs, the U.S. Service will not survive as a self-financing entity without significant changes to current law" (USPS News Release #11-021). I look forward to discussing the situation in the future. I appreciate the time taken to read this appeal letter and only hope that a sincere effort is made to solve this problem.

Sincerely,

Carolina Jalufka
Francitas Resident
(361) 588-7369